| Role Structure | Role Details  |
| --- | --- |
| Directorate: | Community Wellbeing |
| Grade: | Grade 7 |
| Location: | Blueschool House and Hybrid |
| Responsible to: | Housing Operations Service Manager |

# Job Description

# Job Role: Rough Sleeper & Homeless Tenancy Support Officer

## Main purpose of the role

| Key Duties and Responsibilities | Frequency of Task |
| --- | --- |
| * To deliver an effective housing management service to clients residing in the Councils property portfolio.
 | * Daily
 |
| * To complete tenancy sign ups and to ensure clients have a clear understanding of the terms and conditions of occupation and their responsibilities in relation to utilities.
 | * As required
 |
| * To undertake regular visits and inspections of properties within the portfolio.
 | * As required
 |
| * To identify breaches of terms and conditions and work with the client to remedy including sign posting to other agencies as required.
 | * As required
 |
| * To support the delivery of an effective income collection service – to monitor accounts, collect payments, to advise and assist with benefit applications.
 | * Ongoing
 |
| * To recover arrears of occupancy and service charge including instigating legal proceedings where necessary.
 | * As required
 |
| * To deal with any reports of anti-social behavior in a timely fashion working with other agencies and partners as required to seek a satisfactory resolution
 | * As required
 |
| * To support the provision of an effective void, repairs and maintenance service
 | * As required
 |
| * To support clients to move on from temporary accommodation via choice based lettings scheme or the private sector and access funding as required
 | * Ongoing
 |
| * To work with other agencies and charities to secure funding for white goods and other items as required.
 | * As required
 |
| * To carry out pre-termination inspections and manage termination of occupancy to ensure properties are left in good order.
 | * As required
 |
| * To liaise with the repairs and maintenance team to ensure void times are kept to a minimum
 | * Ongoing
 |
| * To identify and raise recharges for costs incurred due to neglect and damage to property
 | * As required
 |
| * To maintain accurate housing management records
 | * Ongoing
 |
| * To attend multi-agency meetings to promote the needs of customers.
 | * As required
 |
| * To record and report safeguarding concerns in line with the Council’s statutory duties and in line with policy and procedures.
 | * Ongoing
 |
| * To ensure confidentiality and data protection in line with current legislation and established procedures.
 | * Ongoing
 |

**Person Specification**

| **Requirements** | **Essential or Desirable** | **Identified by****A – Application I – Interview** |
| --- | --- | --- |
| **Qualifications and Training** |
| * 5 GCSE passes or equivalent including Mathematics and English
 | Essential | Application |
| * Educated to NVQ level 3 in housing or equivalent
 | Desirable | Application |
| * A Housing Law/advice qualification
 | Desirable | Interview |
| * Full and current UK driving licence and access to a vehicle
 | Essential | Application |
| **Experience & Knowledge** |
| * At least two years’ experience of working within a Housing Advice or Housing - related organization
 | Essential | Application/Interview |
| * Knowledge of housing law relating to tenancies and tenancy management
 | Essential | Application/Interview |
| * An understanding of housing options available to clients facing homelessness and how to access them.
 | Essential | Application/Interview |
| * Experience of working with vulnerable people who may have a wide range of complex needs.
 | Essential | Application/Interview |
| * Experience of working in partnership with statutory and/or non - statutory agencies.
 | Essential | Application/Interview |
| * Experience of working on own initiative and as an effective team member.
 | Essential | Interview |
| * Experience of working with systems e.g. Word/Outlook
 | Essential | Application |
| * Excellent communication and inter-personal skills
 | Essential | Application/Interview |
| * Experience of working with customers in 1-1 situations.
 | Essential | Interview |
| * Ability to manage a complex workload where priorities and pressures change and/or compete on a frequent basis.
 | Essential | Interview |
| * Ability to work inside legislative frameworks and Council policies and procedures in an accountable and financially effective way.
 | Essential | Application/Interview |
| * Ability to remain calm and offer advice and support in a working environment where pressures can change
 | Essential | Interview |
| * Excellent time management skills
 | Essential | Interview |

All council staff have a duty to promote the welfare of children, young people, and adults with care and support needs at risk of abuse and neglect who cannot take steps to protect themselves. Ensuring you attend mandated safeguarding children and safeguarding adults training to enable you to recognise the concerning behavior, know how to talk about it, and consent/duty to share information effectively. You will also learn about the legalities and procedures the social care staff can take.

## Our Values and Behaviours

The council’s THRIVE core values are our guiding principles and beliefs that shape our culture and behaviour within the council. ​They help us to achieve our Council Plan vision “do our best for Herefordshire” acting as our DNA and the “way that we do things around here”. We expect all colleagues to act as a role model by living our values and setting an example for others. ​Our values strive to promote a thriving workforce by fostering a culture of trust, being honest and responsible, inclusive, valuing people and resources and leading with empathy.

**Trust -** Developing and maintaining relationships based on a culture of transparency and open communication. Supported by integrity and the confidence that you are reliable and fulfil commitments.

**Honesty -** Demonstrating truthfulness, integrity, and transparency in all communications, decisions, and relationships. Being trustworthy, reliable, and accountable for your actions. Acting with sincerity and fairness, even in challenging situations.

**Responsibility -** Taking ownership of individual and collective actions, decisions, and delivering on commitments. Being reliable, fulfilling obligations and being accountable for outcomes and results. Proactively contributing to the achievement of your own, the team and council goals.

**Inclusivity -** Embracing diversity, equity and inclusion by recognising and valuing the unique perspectives, backgrounds and experiences of our staff, customers and residents. Creating an environment where every individual is valued, respected and can belong.

**Value -** Upholding high standards, ethics and integrity to guide our actions and decisions. Demonstrating commitment to creating and delivering value in our work by recognising and appreciating each other, our resources, processes, customers, community and environment.

**Empathy -** Demonstrating a genuine and caring understanding of others' feelings, perspectives, and experiences. Listening attentively, acting with compassion, supporting with respect and kindness and considering the impact of our actions on others.